



## ADA DISCRIMINATION



## COMPLAINT PROCESS

### Notice & Grievance Procedure for Complaints of Discrimination Based on Disability

Butte County Association of Governments (BCAG) has established a process for investigating and resolving complaints alleging discrimination based on disability regarding BCAG services, programs, and facilities pursuant to 40 CFR §27.7; 28 CFR §§ 35.130, 35.140, 35.149. These regulations implement provisions of Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990. This Notice and Grievance Procedure is adopted pursuant to 28 CFR §35.107 and 49 CFR §27.13.

BCAG's ADA Coordinator or his/her designee shall be responsible for overseeing investigations and responses to complaints of discrimination based on disability.

Required Information: Complainant's name, address, phone number, route number, date, time, location, direction and details. Complaints with incomplete information may result in delayed investigations and responses.

BCAG cannot respond to complaints without the complainant's mailing address.

**How to File a Complaint:** Fill out a *Discrimination Complaint Form*. Complaint Forms and Process information are available online at [www.bcag.org](http://www.bcag.org) or [www.blinetransit.com](http://www.blinetransit.com), BCAG's main office, the Chico Transit Center or by calling 530-879-2468. Complaints regarding prohibited discrimination based on disability may be submitted to BCAG as follows:

1. By Telephone if assistance is needed fill out the Complaint Form, call BCAG's ADA Coordinator at [530-879-2468](tel:530-879-2468).

2. Mail completed form to BCAG's ADA Coordinator, Butte Regional Transit, 2580 Sierra Sunrise Terrace, Suite 100, Chico, CA 95928.

Complaints may also be faxed to **530-879-2444**.

3. Submit completed form in person at BCAG's main office, 2580 Sierra Sunrise Terrace, Suite 100, Chico, 9 a.m. to 4 p.m., Monday through Friday.

For assistance in completing a Discrimination Complaint Form, it is advisable to call BCAG in advance to schedule an appointment (**530-879-2468**). An ADA Coordinator or BCAG staff member will offer instructions on how to file a written complaint. Before concluding the interview, the staff member will ask if the complainant wishes to have the information reviewed for accuracy and will make any requested corrections.

#### **Acknowledgement of Complaint Receipt:**

Within seven days after receipt of the complaint, a letter will be sent to the complainant that includes all of the following:

1. Acknowledgement that their complaint has been received and forwarded for investigation.
2. The date by which a response will be sent to the complainant.
3. How to contact BCAG if the complainant does not receive a response by that date.

**Investigation of Complaint:** The designated BCAG staff member will investigate the complaint and respond in writing within a reasonable time, not to exceed 30 days from receipt of the complaint. The response will set out a process for resolution of the complaint. If no action is taken, the response will state the reasons for the decision. (BCAG employee and BCAG's transit contractor's personnel files are confidential; therefore, specific information on disciplinary actions resulting from complaints will not be divulged.)

#### **Time Limits:**

*The parties may extend any time limit set out above by written agreement.*

Cheryl Massae, ADA Coordinator, [cmassae@bcag.org](mailto:cmassae@bcag.org)  
2580 Sierra Sunrise Terrace, Suite 100, Chico, CA 95928 (530) 879-2468